



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Administrative Support Specialist I

Job Code Title

Administrative Assistant I

Pay Band

3a

Job Code Number

436113

Property Assessment Division

Central Office

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Property Assessment Division is responsible for administering Montana's property tax laws, including the valuation and assessment of real and personal property throughout the state for property tax purposes. The division is responsible for ensuring that all classes of property in the state are valued uniformly and equally throughout the state. The work of the division is critical to the operation of local governments, since the resulting valuation is used annually to fund important services provided by local government, including public schools, law enforcement, fire protection, road and bridge construction and maintenance, transportation, weed control, and public assistance. The functions of the division are performed by staff statewide in four regions with offices in each of the 56 counties and Central Office located in Helena. The Central Office oversees the daily management of the division. This group of staff consists of the administrator, deputy division administrator, management analysts, management officer, and division support staff.

Job Responsibilities

The Property Assessment Division Administrative Support Specialist provides support for daily office operations and activities including reception, business communications, supply and equipment maintenance, event coordination, travel arrangements, mail distribution, and other support functions. The incumbent coordinates support services for ongoing program operations and activities. The position reports to the Management Officer and does not supervise other staff.

• Administrative Services 50%

1. Provides customer service to office staff, agency representatives, members of the public, and visitors. Ensures courteous and efficient responses to inquiries and requests for assistance.
2. Locates and compiles program information. Prepares mass mailings. Reviews documents for formatting and signatures. Reproduces and collates documents for mailings. Prints, reproduces, and sends out memoranda, correspondence, informational materials, technical materials and formal reports. Works with program staff and managers to compile information needed to respond to unusual or specialized requests.
3. Sets up and maintains electronic and manual records systems. Compiles and stores data in electronic or hard-copy files. Files current information regularly. Provides records as requested.

4. Maintains various internal forms and templates and references for recording, tracking, and reporting information on division operations. This may include receiving, reviewing, and completing standardized forms such as surveys, applications, orders, and online requests.
5. Coordinates meetings, conferences, training sessions, and other events. Organizes and confirms locations, schedules, presenters, equipment/materials, accommodations, and other logistics. Coordinates with program managers and staff, vendors, presenters, program cooperators, community members, and others to coordinate event proceedings (registration, information/assistance, room configurations, etc.).
6. Manages office supply and equipment inventories. Identifies needs; prepares supply orders; and maintains supplies according to established purchasing and requisition policies and procedures. Continually monitors office inventories. Identifies immediate needs and anticipates future needs. Orders necessary supplies and equipment. Tracks purchasing records to ensure the timely delivery of supplies.

- **Office/Program Coordination and Support 45%**

This position coordinates and provides a range of specialized services in support of ongoing program operations and activities. Duties may include participating in dispute resolution; responding to taxpayer inquiries; contacting taxpayers regarding payment obligations, problems, and support services; representing or supporting the department in appeal hearings; and related services.

1. Tracks division vehicles and compiles monthly vehicle reports to submit to the Department of Transportation.
2. Arranges with Department of Administration for the cancellation and reissue of gas cards.
3. Responsible for the Extended Property Tax Assistance Program. Verifies those who receive an application. Maintains an electronic and manual database. Determines eligibility. Enters updated data received and eligibility status into the division's automated property valuation system (ORION). Contacts the taxpayer for additional information. Answers inquiries from the taxpayer.
4. Receives funds for the Property Valuation and Improvement Fund from the county offices. Verifies funds received; sends out receipts; enters information on the tracking spreadsheet; and submits it to Citizens Services and Resource Management.
5. Researches routine tax inquiries to provide information and/or direct more complicated inquiries to appropriate personnel.
6. Provides consistent information on existing policies, procedures, rules, and statutes.
7. Performs personal property reporting form data entry.
8. Maintains the resources for the division library.
9. Opens, sorts, and distributes mail to the appropriate parties.
10. Assists with comprehensive tax mailings.
11. Makes travel arrangements
12. Responsible for office maintenance functions, equipment and office supplies.
13. Enters information into ORION as required.
14. Advises management officer on recommendations for improving and streamlining office procedures.
15. Assists the management analysts and administrator as requested.

- **Other Duties as Assigned 5%**

1. Performs other duties as assigned by the supervisor.

Job Requirements

To perform successfully as an administrative support specialist, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. It is essential that the incumbent has the ability to concentrate in the face of multiple distractions. Skills in multi-tasking; paying attention to details and accuracy; managing multiple priorities under tight deadlines; mathematics; providing timely and effective written, verbal, and interpersonal communication; identifying

and resolving clerical errors; active listening, critical thinking, and problem sensitivity; customer service; conflict resolution; reviewing technical and legal documents; compiling and analyzing data from multiple sources; following written and oral directions and instructions; researching data to identify and resolve a wide variety of problems and issues; and word processing, spreadsheet, and database applications are required. Incumbents are required to take initiative, make logical decisions, and be accountable for the results. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

This position requires knowledge of office operations, business communications, records management, and customer service standards.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a high school diploma or GED and two years of job-related work experience.
 - Work experience should be made up of office or retail support services.
 - Experience must include proficiency with standard office software applications (word processing, spreadsheet, database, presentation).
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. There are cyclical periods of high stress working under pressure of critical projects with hard deadlines. At times, the incumbent will deal with angry, hostile, and difficult individuals to resolve concerns. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. The incumbent may spend considerable time on the phone. Work hours may exceed 40 hours per week from time to time. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers, books, and supplies. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: Cynthia Monteau Moore, Division Administrator Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____ Date: _____

Name (print): _____